

Most people will experience a mobility limitation at some point in their lives. Mobility limitations can be temporary, such as sprains and breaks in bones. Or they can fluctuate between limitation and free movement when caused by something such as arthritis. However, many diseases, accidents, developmental factors, and aging can result in permanent loss or lack of some types of mobility.

The United Cerebral Palsy Web site (www.ucpa.org) includes an estimate that 4 out of 10 people have a physical disability and that 33 percent of all households have a member who is disabled. Of all adults who do not have a disability, 50 percent have a spouse, child, parent, or close friend with a physical disability. U.S. census data indicate that in Wisconsin, 195,568 people have a mobility or self-care limitation or both, 97,191 adults who have a disability are employed, and 234,698 report a disability that prevents them from working (Bureau of the Census 2000).

Physical Disabilities in Wisconsin

One-fourth of all adults in Wisconsin have at least one of the following limitations:

- 20 percent of adults have trouble doing vigorous exercise.
- 11 percent of adults have trouble climbing a few flights of stairs.
- 12 percent of adults have trouble bending, lifting, or stooping.
- 8 percent of adults have trouble walking one block.
- 7 percent of adults are prevented from working at a job or at home, or from going to school.
- 2 percent of adults have trouble eating, dressing, bathing, or toileting.

Source: Wisconsin Family Health Survey (Wisconsin Department of Health and Family Services, Bureau of Health Information 1998).

The *Wisconsin Family Health Survey*, conducted by the Wisconsin Department of Health and Family Services, Bureau of Health Information (1998) reported that approximately 5 percent of Wisconsin residents living at home, or 311,537 individuals, have a physical disability. The survey did not include people in institutions.

People with the most severe disabilities receive Social Security benefits. According to the Wisconsin Department of Health and Family Services' Physical Disabilities File (1998), 33,217 people received such benefits in 1998. The *1999–2001 Biennial Report* of the Wisconsin Department of Health and Family Services (2002) indicates that in 1999, 3,803 people with physical disabilities used Community Options funding to remain in their homes or to live in community settings instead of nursing homes. But there was a waiting list by the end of 2000 of 2,665 people.

Causes of Some Mobility Impairments

The following are the causes of some mobility impairments:

- Cerebral palsy
- Muscular dystrophy and other neuromuscular diseases
- Amyotrophic lateral sclerosis (ALS, also known as Lou Gehrig's disease)
- Multiple sclerosis (MS)
- Spina bifida
- Epilepsy
- Paralysis
- Spinal cord injuries (SCIs)
- Brain injury
- Limb loss
- Postpolio syndrome
- Arthritis

Parents of Children with Mobility Limitations

Figures on enrollment in special education classes indicate that there has been a rapid increase in the number of children with disabilities in public schools. There are several reasons for this increase. In part it is a result of laws requiring education for all children and of the Americans with Disabilities Act (ADA). Medical advances can today save the lives of many infants who in the past often would have died because of their disability and prolong the lives of children with some types of disabilities who previously would have died very young. Another factor is that the definition of disability has been expanded to include conditions such as attention deficit and learning disabilities.

More children who live in poverty have disabilities than do children from more affluent families. Among the poor, there is a higher risk of many prenatal factors such as low birth weight, exposure to environmental hazards, and poor access to prenatal care for mothers, as well as a significantly higher risk of having a mother with a drug or alcohol addiction.

Although children with disabilities may be mainstreamed into regular classrooms at school, parents who look for activities for their children outside of school may encounter a range of responses from outright rejection to a welcoming acceptance. Public libraries can provide a valuable service for these parents by being one of the community places that provides a warm acceptance.

A Sense of Normalcy

A parent who works for the Waisman Center in Madison stressed how appreciative she is of librarians who smile and talk to her son, who is severely disabled. He cannot respond, and at times he makes noises he cannot control. This mother related that one of the most important things the library does is provide a “sense of normalcy” for both her son and for her as a parent. She noted that there are not many places she can take her son in the community that allow her to just be a normal parent with a child for a little while. A public library can be a place where the parent and child are welcomed and treated like everyone else, something that is very important to parents who have children with special needs because it rarely happens in other public places.

Results of the Survey of Library Services to Adults with Special Needs

Special Needs Survey Questions on Mobility

Question	Number of Libraries	
	Responding Yes	Percentage
• Home delivery is available for people with mobility issues.	145	49%
• Library has added materials in past three years on mobility.	89	30%
• Home delivery is available for caregivers who have responsibility for someone with a severe disability.	63	22%
• Library has a brochure that describes special services for people with limited mobility.	58	20%
• Library staff attended training in the past three years in the area of services for people with limited mobility.	56	19%
• Library has at least one periodical or newsletter intended for people with mobility disabilities.	37	13%
• In the past three years, the library has had a planning process that included people with mobility limitations.	31	11%
• Library Web page has links to information about mobility disabilities.	26	9%

Note: In 2002, 293 of Wisconsin's public libraries completed the survey, a 77 percent response rate. See chapter 12 for the complete survey and a summary of the results.

Barriers to Service

Transportation was mentioned repeatedly in interviews as a major life concern for people who have mobility issues, particularly if they use a wheelchair. It is an especially serious issue for people who must rely on public transportation. Some people with mobility limitations cannot easily access or use computers and electronic catalogs without adaptations. Illiteracy may also be a barrier. Others may encounter barriers in public because of how they are treated or because communication is difficult for them.

Planning and Collaboration

Interviewees suggested that agencies providing services to people who have mobility limitations could help public libraries gather a focus group to guide the library in planning services to meet their needs. The New Jersey State Library stressed in its 1999 publication *Equal Access to Information: Libraries Serving People with Disabilities* the need for staff to be aware of disabilities and to be trained to meet those needs in the most effective ways. They called on libraries to involve people with disabilities, as well as representatives from service agencies in planning library staff training and services.

The interviews also noted that agencies that serve people with mobility limitations are located in most counties in the state. These include

- United Cerebral Palsy,
- independent living centers,

- Goodwill, and
- county departments of social services.

All of these agencies will likely be willing to help familiarize their clients with public library information. Most have newsletters and could include library updates if the library added them to its own newsletter mailing lists. A suggestion from the interview with Options for Independent Living in Green Bay was to use the adaptive equipment resource staff at agencies such as Options and independent living centers to help select adaptive technologies for the library, especially for computers. The library can invite agencies that host support groups for people with mobility limitations to meet occasionally at the library.

Staff Training

The Public Library Association (PLA) presented a session on disabilities at its 2002 conference in Arizona. One of the speakers said that the key to successfully meeting the needs of people with disabilities is *staff training, staff training, staff training!* Although many resources and technologies are involved in serving people with disabilities, conference speakers emphasized that staff training should begin with sensitivity training, an understanding of the various types of disabilities, and communication skills needed to help staff feel comfortable interacting with people who have a range of disabilities.

One of the speakers at the PLA session explained that it is not a good idea for only one person to know how specialized equipment and software works. All staff should have a working knowledge and be able to demonstrate equipment use. A suggestion was that every staff person, in addition to having a working knowledge of the equipment and software, be assigned one particular machine or software package for which they are primarily responsible. They would manage the maintenance for the equipment and be responsible for ordering, installing, and training upgrades on any software programs as they became available.

One of the interviewees recommended *The Ten Commandments of Communicating with People with Disabilities* as a training video for library staff. Ordering information for this video, as well as some other videos, is included in the “Additional Resources” section at the end of this chapter. In addition to disability awareness training, interviewees said it was important that library staff be familiar with how to operate software that enlarges or reads text and alternative input devices such as track balls. They felt librarians should be connected to the social service providers in the local area and know where to refer patrons. Suggestions for “people-first” language and terms to use and avoid when writing and speaking about people with disabilities are included in appendix 1.

Collections and Services

One of the best-kept secrets libraries have is home-delivery service. Many professionals who responded to interviews were not aware that many public libraries offered this service. Interviewees commented that libraries need to advertise this service more openly. One interviewee recommended that public libraries maintain a good collection of books and videos on CD and CD-ROM programs. Many people with severe disabilities would welcome materials that they could use on their adapted computers at home.

Among the program and service suggestions people made in the interviews were classes on how to use the Internet, how to do on-line searches of magazines, a text-scanning service so that clients could have books scanned and placed on a disc for use at home, tours of the library and tutorials on how to locate infor-

mation, support for literacy instruction, and general community programs on issues related to people with disabilities, such as housing, transportation, recreation, and so on.

Participants in the disabilities session at the 2002 PLA conference suggested that programs include an adaptive technologies workshop in which people could come in and try out various types of equipment for use at home or learn how to select a wheelchair. Independent living centers are likely to be willing to help with such programs.

Accessible Buildings and Services

Access to public buildings was mandated when the ADA was passed in 1990. The law called for public entities to do an assessment of their facilities, to make a plan to address areas of noncompliance, and to move toward full accessibility. Unfortunately, too many libraries in Wisconsin remain in the assessment and planning stages and have never moved on to resolving their accessibility problems. The results of the Public Library and Branch Building Accessibility Survey, completed by the DLTCL in 2001 showed that 88 percent of public libraries and branch buildings in Wisconsin have an accessible entrance. However, getting in the front door does not mean that the rest of the library is accessible. The next section presents summaries of the results of this survey and the Workstation Accessibility Survey from 2000.

Access to Computer Technology and Accessible Workstations

The National Council on Disabilities (NCD) issued a report in 2001 called *The Accessible Future*. In it, the NCD dispels the myth that computer technology and computer access is readily available to people with disabilities and is enhancing their lives. Although technologies exist that could help people with many kinds of disabilities, they may be the population segment least apt to have a computer or use the technologies. The following is an excerpt from that report:

Any assumption that all or most information technology is routinely available to or usable by people with disabilities would be a grave mistake. For many of these citizens the information gap is not narrowing. Paradoxically, at the very time when many people assume that technology is steadily bringing people with disabilities more opportunities for access than they have ever known before, this same technology may in many cases be reinforcing patterns of exclusion and isolation. . . .

Beyond a certain point, the line between accidental and deliberate exclusions may be hard to draw, where the means exist to mitigate palpable injustice, and are not taken the suspicion at some point becomes unavoidable that the line has been crossed. The line between who is a person with a disability will steadily erode. Whether we have disabilities, do not have them, or are on the cusp of having them, inaccessible technology affects us all. . . .

A recent Department of Commerce study found that people with disabilities were only half as likely to have access to the Internet as other Americans. And Americans with disabilities from culturally diverse backgrounds have an even lower access to the Internet. As libraries make even greater use of computers, many access issues that people with disabilities face at home or work are also encountered in these public settings.

We live in what is frequently called the “information age.” Information is the principal commodity of commerce. Access is more and more the arbiter, of success and the source of opportunity in education and employment. It should not be surprising that access to information and to the technology generating, transmitting and storing it would become a civil rights issue for many people with disabilities and for our society. We must assure that all Americans can participate in the information society of the 21st Century.

Workstation Accessibility Survey

83 percent of Wisconsin public libraries have a computer cart or table that is accessible to people who use wheelchairs.

22 percent have a 19-inch or larger monitor.

18 percent have software that enlarges or reads text.

15 percent have a trackball as an alternative to a mouse.

Source: Wisconsin Department of Public Instruction, Division for Libraries, Technology, and Community Learning, 2000 Workstation Accessibility Survey. The response rate was 97 percent.

Public Library and Branch Building Accessibility Survey

Accessibility Questions	Yes or No	State Totals	State Percentages
Accessible entrances	Yes	398	88%
	No	55	12%
Electronic door ^a	Yes	174	38%
	No	280	62%
Remodeled to meet ADA requirements or new building since 1990 ^b	Yes	249	55%
	No	202	45%
Meeting room is accessible ^c	Yes	243	91%
	No	23	9%
Bathroom is accessible	Yes	374	83%
	No	79	17%
All floors are accessible ^d	Yes	88	71%
	No	36	29%
A continually accessible path is available throughout the library	Yes	356	79%
	No	96	21%

Source: Wisconsin Department of Public Instruction, Division for Libraries, Technology, and Community Learning, 2001 Public Library and Branch Accessibility Survey. The response rate was 98 percent.

^aThis is not an ADA requirement.

^bSome libraries were accessible prior to 1990.

^c281 libraries have a meeting room; 171 do not.

^d133 libraries have more than one floor; 318 do not.

Mobility Aids in Public Libraries

Many kinds of mobility aids can be found in Wisconsin libraries, including wheeled walkers with a seat and basket, wheelchairs, motorized scooters, and shopping carts and baskets. Information gathered from libraries around the state regarding their use of mobility aids indicates that in general, libraries that keep their equipment in a visible location and encourage self-service reported frequent equipment use, whereas libraries that keep their equipment out of sight with a sign advertising availability reported less use. Librarians who reported having wheelchairs as well as wheeled walkers or shopping carts stated that the carts and walkers are used more frequently than the wheelchairs. Few libraries reported abuse problems with their equipment.

Serving Patrons Who Have Limited Mobility (Library Media & PR n.d.) offers some suggestions on how to make best use of mobility aids in public libraries. The article strongly recommends that the mobility aids should be kept in plain sight, “not hidden in a closet,” and near a full-time staffed location such as the circulation desk. It also stresses that libraries should use all means possible to tell the community about them. This article, found on Library Media & PR’s Web site, includes free PR images, such as a wheelchair in the universal library image with a person reading a book. These bookmark masters have several different texts, including “Scoot Around @ Your Library” and “Get Around @ Your Library.”

Librarians reported a variety of donation sources. Both Sun Prairie Public Library’s wheelchair and the wheeled walker and shopping baskets at the Marathon Public Library in Wausau were donated by the Friends of the Library. The Walter E. Olson Memorial Library in Eagle River received its wheelchair from a patron’s mother, who had used it only a short time. Drug and hospital supply stores and Rotary Clubs were donors for several libraries. The local Catholic Apostolate for the Handicapped donated a wheelchair to the Monroe Public Library.

Comments by Librarians about Mobility Aids

Patrons Appreciate Wheelchair

“Just this morning an elderly couple came in our library and the gentleman was using a walker and had a big patch on his leg. His wife asked if we had a motorized scooter (we do not), but we did offer our wheelchair, which they greatly appreciated.”

Linda Pierschalla, Waukesha Public Library

Best Investment We Ever Made

“Our patrons who need the walkers are thrilled because they have sturdy baskets with a seat. If patrons come with a less sturdy walker or simply need one because they are going to be standing for a long time (browsing), they use ours. They love the independence it gives them in the library. This is one of the best investments we ever made for people with mobility problems.”

Suzanne Curasi, West Bend Community Memorial Library

It Got Me Thinking

“I recall my mother complaining about how difficult it was to maneuver my grandmother’s wheelchair in and out of the car when they went on outings. It was what got me thinking about how much more convenient a library visit would be if the caregiver didn’t have to worry about equipment.”

Lori Belongia, Marshfield Public Library

Racine Public Library received three wheelchairs in response to a request it placed on a local radio station and a small article in the *Milwaukee Journal-Sentinel*. The Neenah library has two wheelchairs, one for adults and one for children; they were budgeted as part of a new building project. The Lions Club donated a walker in Marshfield. The staff at the Marshfield Public Library view the wheelchair at the entrance as an in-house marketing tool. It is a symbol of the staff’s willingness to try to anticipate and meet everyone’s needs, and it extends a welcome, especially to people who have a special need of any type.

The public library in West Bend rented a wheelchair for several months to see if people would use it. There were no requests, so the library stopped renting and purchased two wheeled walkers. The walkers are used daily.

Although the Mead Public Library in Sheboygan has a wheelchair, staff find that regular shopping carts are much more popular with senior customers. The library has used shopping carts for decades. They are not walkers, just small upright, sturdy shopping carts that seniors like to use while selecting materials for check-out. The carts are also appreciated by parents with young children, who can ride in the seat section of the cart. This is an example of how an accommodation intended primarily for use by people with special needs can benefit many others in the community as well. A wide range of shopping carts is available.

Some libraries do not allow patrons to take the wheelchairs and wheeled carts out to the parking lot. The issue is primarily one of security. A common problem for people who transport others who use a wheelchair, however, is that the driver has difficulty loading and unloading the wheelchair from the car. The difference between a person getting out of their home for an outing or having to stay home can depend on knowing that the driver can go into a building and bring a chair or walker out to the car.

Marketing

Speakers at the 2002 PLA session stressed that it is not enough to purchase materials in alternate formats or adaptive equipment. These resources need to be marketed to targeted audiences. They stressed the need for in-library marketing, which should include good signage. For out-of-library marketing, interviewees suggested working through agencies that provide services for people with disabilities. Many of these organizations have a newsletter for their clients and may be willing to include library information in them. Local newspapers and radio stations are also important vehicles to communicate with people who have physical disabilities.

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Additional Resources

Periodicals

- ABILITY Magazine*. <www.abilitymagazine.com>; 949-854-8700; ABILITY Magazine, 1001 W. Seventeenth Street, Costa Mesa, CA 92627. This publication brings disabilities into the mainstream with celebrity interviews and other information. Has excellent resources and links.
- New Mobility*. <www.newmobility.com>; 215-675-9133, ext. 109; No Limits Communications, Inc., P.O. Box 220 Horsham, PA 19044. A lifestyle magazine for users of wheelchairs, focusing on full participation in work, love, sex, parenting, art, recreation, and travel.
- Paraplegia News*. <www.pn-magazine.com/PN/>; 888-888-2201 or 602-224-0500; PVA Publications, 2111 E. Highland Avenue, Suite 180, Phoenix, AZ 85016-4702. A magazine for people with mobility impairments, covering all the latest news.
- Special Living Magazine*. <www.SpecialLiving.com>; 309-820-9277; Special Living Magazine, P.O. Box 1000, Bloomington, IL 61702-1000; A new quarterly magazine for people with physical disabilities, focusing on products, accessible housing, travel, inspiration, people, and more.
- WEMagazine*. <www.wemedia.com>; 212-931-6700; 212-375-6235 (TTY); WeMedia, Inc., 130 William Street, New York, NY 10038. A glossy consumer lifestyle publication with an innovative approach to cross-disability issues; it is also available on audiotape.

Videos

- And Access for All: ADA and Your Library*. 1993. 47 min. Library Video Network. Videocassette. (\$130, Library Video Network, 320 York Road, Towson, MD 21204; 800-441-8273; <www.bcpl.net/~inlib/lvn.html>.)
- Differences Make Us Stronger: Diversity in the Library*. 1995. 40 min. Library Video Network. Videocassette. (\$130 Library Video Network, 320 York Road, Towson, MD 21204; 800-441-8273; <www.bcpl.net/~inlib/lvn.html>.)
- The Ten Commandments of Communicating with People with Disabilities*. 1994. 26 min. Program Development Associates. Videocassette. (\$195 from Program Development Associates, P.O. Box 2038, Syracuse, NY 13220-2038; 800-543-2110; Set includes 20 pages of disability resource materials; <www.pdassoc.com>.)
- Videoguide to (Dis) Ability Awareness*. 1993. 25 min. Fanlight Productions. Videocassette. (\$195 from Fanlight Productions, 4196 Washington Street, Suite 2, Boston, MA 02131; 800-937-4113; <www.fanlight.com>.)

National Organizations

- American Association for People with Disabilities (AAPD). <www.aapd-dc.org>; 800-840-8844; 1819 H Street NW, Suite 330, Washington, DC 20006. A national organization that represents Americans with disabilities to achieve the goal of full inclusion.
- Clearinghouse on Disability Information Office of Special Education and Rehabilitative Services, Office of Special Education and Rehabilitative Services. <www.ed.gov/offices/OSERS/>; 202-205-8241; Room 3132, Switzer Boulevard, 330 C Street SW, Washington, DC 20202-2524. Provides information to people with disabilities and makes referrals. Located in the Office of Special Education and Rehabilitative Services (OSERS), which is divided into three areas: the Office of Special Education Programs, the Rehabilitation Services Administration, and the National Institute on Disability and Rehabilitation Research.
- Disability Resources on the Internet. <www.disabilityresources.org>; 516-585-0290; Disability Resources, Inc., 4 Glatter Lane, Centereach, NY 11720-1032. Promotes and improves awareness, availability, and accessibility of information that can help people with disabilities.
- DO-IT (Disabilities, Opportunities, Internet Working and Technology), University of Washington. <www.washington.edu/doit/>; 206-685-3648 (voice/TTY); P.O. Box 355670, Seattle, WA 98195-5670. A program of the University of Washington, with funding by the National Science Foundation, Washington State, and the U.S. Department of Education. Provides many services promoting the use of electronic and information technology to maximize independence.
- Ectaco Corporate Center. <www.ectaco.com/dictionaries>; 646-526-5475; 31-21 Thirty-first Street, Long Island City, NY, 11106. A source for electronic translators.

ERIC Clearinghouse on Disabilities and Gifted Education (ERIC EC). <ericec.org>; 888-232-7733 or 703-620-3660; 1920 Association Drive, Reston, VA 22091-1589; ERIC EC focuses on professional literature, information, and resources related to the education and development of individuals who have disabilities or who are gifted.

Franklin Electronic Publishers. <www.franklin.com>; 800-266-5626; One Franklin Plaza, Burlington, NJ 08016-4907. A source for electronic translator devices.

Genetic Alliance. <www.geneticalliance.org>; 800-336-4363 or 202-966-5557; 4301 Connecticut Avenue NW, #404, Washington, DC 20008-2304. A coalition of parents, professionals, and organizations working to enhance the lives of everyone impacted by genetic conditions.

Goodwill Industries International. <www.goodwill.org>; 240-333-5200; 9200 Rockville Pike, Bethesda, MD 20814. A network of 208 community-based organizations that serves people with disabilities by providing job training, employment services, job placement, and postemployment support.

Graphic Artist Guild. <www.gag.org/resources/das>. An online resource with 12 symbol designs to promote and publicize accessibility of places, programs, and other activities for people with disabilities.

Great Lakes ADA Center. <www.adagreatlakes.org>; 312-413-1407 (voice/TTY); University of Illinois-Chicago, Institute on Disability and Human Development, 1640 W. Roosevelt Road (MC/626), Chicago, IL 60608-6902. This regional center offers information to agencies and the public on issues related to the Americans with Disabilities Act.

Libraries Serving Special Populations (LSSPS), Association of Specialized and Cooperative Library Agencies within the American Library Association. <www.ala.org/ascla/lssps/>; 800-545-2433; 888-814-7692 (TTY); 50 E. Huron, Chicago, IL 60611. Works to improve the quality of library service for people with special needs and to foster awareness of their needs in the library.

Library Media & PR. <www.ssdesign.com/librarypr/>; 818-980-7476; 11045 Wrightwood Place, Studio City, CA 91604-3961; Two items that are of particular interest at this site are *Disabilities Clip Art* and *Serving Patrons Who Have Limited Mobility*.

National Association of Protection and Advocacy Systems (NAPAS). <www.protectionandadvocacy.com/napas12.htm>; 202-408-9514; 202-408-9521 (TTY); 900 Second Street NE, Suite 211, Washington, DC 20002. An umbrella organization for the federally mandated system in each state that provides protection of the rights of persons with disabilities through legally based advocacy. In Wisconsin, the Client Assistance Program (CAP) within the Department of Agriculture's Trade and Consumer Protection unit is the agency associated with this system.

National Easter Seals Society. <www.easter-seals.org>; 800-221-6827 or 312-726-6200; 312-726-4258 (TTY); 230 W. Monroe Street, Suite 1800, Chicago, IL 60606. Helps more than a million people with disabilities gain greater independence each year.

National Institute on Disability and Rehabilitation Research (NIDRR). <www.ed.gov/offices/OSERS/NIDRR/>; 202-205-8134; 202-205-9433 (TTY); 400 Maryland Avenue SW, Washington, DC 20202-2572. The U.S. Department of Education's Office of Special Education and Rehabilitative Services (OSERS), through the NIDRR, conducts research and related activities to maximize the full inclusion, employment, and independent living of people of all ages who have disabilities.

National Organization on Disability (N.O.D.). <www.nod.org>; 202-293-5960; 202-293-5968 (TTY); 910 Sixteenth Street NW, Washington, DC 20006. Promotes full and equal participation of Americans with disabilities in all aspects of life.

The National Rehabilitation Information Center (NARIC). <www.naric.com>; 800-346-2742 or 301-588-9284; 8455 Colesville Road, Suite 935, Silver Spring, MD 20910-3319. This information center focuses on disabilities and rehabilitation.

National Spinal Cord Injury Association. <www.spinalcord.org>; 800-962-9629 or 301-588-6959; 8701 Georgia Avenue, Suite 500, Silver Spring, MD 2085. Works to develop better programs and services and advocates for improved access, housing, transportation, employment, and leisure-time activities for disabled people.

Office of Rare Diseases National Institutes of Health. <www.cancer.gov/cancerinfo/>; 301-402-4336; Federal Building, Room 618, 7550 Wisconsin Avenue, Bethesda, MD 20892-9120. This site has information on more than six thousand rare diseases, including current research, publications, completed research, ongoing studies, ethical trials, and patient support groups.

United Cerebral Palsy (UCP). <www.ucpa.org>; 800-872-5827 or 202-776-0406; 202-973-7197 (TTY); 1660 L Street NW, Suite 700, Washington, DC 20036-5602. Advances the independence, productivity, and full citizenship of people with cerebral palsy and other disabilities.

VSA arts (formerly Very Special Arts). <www.vsarts.org/info/index.html>; 800-933-8721 or 202-628-2800; 202-737-0645 (TTY); 1300 Connecticut Avenue NW, Washington, DC 20036. Provides programs in creative writing, dance, drama, music, and the visual arts for individuals with physical and mental disabilities. Founded in 1974 by Jean Kennedy Smith, it is an affiliate of the John F. Kennedy Center for the Performing Arts.

Wizcom Technologies Ltd. <www.wizcomtech.com>; 888-777-0552 or 978-635-5357; 257 Great Road, Acton, MA 01720. A source for pens that scan and translate; some have voice capability.

World Wide Web Consortium (W3). <www.w3.org>; 617-253-2613; Massachusetts Institute of Technology, Laboratory for Computer Science, 200 Technology Square, Cambridge, MA 02139. Pursues accessibility of the Web through technology, guidelines, tools, education and outreach, and research and development.

Wisconsin Organizations

Easter Seals–Wisconsin. <www.wi-easterseals.org>; 800-422-2324 or 608-277-8288; 608-277-8031 (TTY); 101 Nob Hill Road, Suite 30, Madison, WI 53713. Provides client services, resources for farmers with disabilities, and information on special events sponsored by Easter Seals of Wisconsin and on sources for craft items made by people with disabilities.

Family Village, Waisman Center, University of Wisconsin–Madison. <www.familyvillage.wisc.edu>; 608-263-5973; 608-263-0802 (TTY); 1500 Highland Avenue, Madison, WI 53705. Family Village operates through the Waisman Center at the University of Wisconsin–Madison and integrates information, resources, and communication opportunities for people with disabilities, their families, and professionals.

Goodwill—Wisconsin Chapters

Goodwill Industries of North Central Wisconsin, Inc. <www.goodwillncw.org>; 920-731-6601; 1800 Appleton Road, Menasha, WI 54952-1195.

Goodwill Industries of Northern Wisconsin and Upper Michigan, Inc. <www.goodwill.org/states/wi/marinette.htm>; 715-732-0563; 1428 Main Street, Marinette, WI 54143.

Goodwill Industries of South Central Wisconsin, Inc. 608-246-3140; 1302 Mendota Street, Madison, WI 53714-1024.

Goodwill Industries of Southeastern Wisconsin, Inc. <www.goodwillsew.com>; 414-353-6400; 6055 North Ninety-first Street, Milwaukee, WI 53225-6518.

March of Dimes–Capitol of Wisconsin Chapter. <www.marchofdimes.com>; 800-747-3463 or 608-838-6649; 4904 Triangle Street, McFarland, WI 53558-9363. A chapter of the national organization.

March of Dimes–Great Northern Lakes Chapter. 920-337-9099; 790 Parkview Road, Green Bay, WI, 54304-5779. This is a regional chapter of the Wisconsin organization.

March of Dimes–Southeastern Chapter. 414-778-3500; 2675 N. Mayfair Road, Suite 506, Wauwatosa, WI 53226. A regional chapter of the Wisconsin organization.

United Cerebral Palsy of Wisconsin (UCP of Wisconsin). 888-845-5775; 206 Water Street, Eau Claire, WI 54703.

Independent Disability Services. 608-754-5552; 2100 E. Milwaukee Street, Suite L10, Janesville, WI 53545.

UCP of Greater Dane County. 608-273-4434; 1502 Greenway Cross, Madison, WI 53713.

UCP of North Central Wisconsin. 800-472-4408 or 715-842-8700; 740 N. Third Street, Wausau, WI 54403.

UCP of Southeastern Wisconsin. <www.ucpa.org>; 414-329-4500; 7519 W. Oklahoma Avenue, Milwaukee, WI 53219.

UCP of West Central Wisconsin. 715-832-1782; 206 Water Street Eau Claire, WI 54703.

Cerebral Palsy of Mideast Wisconsin, Inc. 800-261-1895; 36 Broad Street, Suite 120, PO Box 1241, Oshkosh, WI 54903-1241. (This agency is not directly affiliated with UCP of Wisconsin.)

VSA Arts of Wisconsin (formerly Very Special Arts). <www.vsawis.org>; 608-241-2131; 4785 Hayes Road, Madison, WI 53704. Works to expand the capabilities, confidence, and quality of life for children and adults with disabilities by providing programs in music, dance, drama, creative writing, and visual art.

Wheel Chair Recycling Program. <www.wrp.org>; 608-243-1785; 4521 Helgesen Road, Madison, WI 53718; and 414-933-7370; 2711 W. Wells St., Milwaukee, WI 53208. Recycles mobility devices, refurbishing and distributing them to people who cannot afford to purchase their own.

Wisconsin Department of Agriculture Trade, and Consumer Protection, Client Assistance Program (CAP). <www.dwd.state.wi.us/dvr/cap.htm>; 608-224-5070; 2811 Agriculture Drive, P.O. Box 8911, Madison, WI 53708-8911. CAP is administered by the Department of Agriculture, Trade, and Consumer Protection and is not attached to the same department (Department of Workforce Development) as the Division of Vocational Rehabilitation (DVR). CAP can help resolve complaints with DVR.

Wisconsin Department of Health and Family Services (DHFS). <www.dhfs.state.wi.us>; 608-266-1865; 608-267-7371 (TTY); 1 W. Wilson Street, Madison, WI 53702. DHFS coordinates programs and services in areas such as public health, nutrition, long-term care and services for people who are elderly, children's services, and certain types of consumer information.

Community Options Program (COP). <www.dhfs.state.wi.us/LTC_COP/copdesc.htm>. Helps people get the long-term support they need to remain in their own homes and communities.

Disability Resource Centers. <www.dhfs.state.wi.us/Disabilities/Physical/centers.htm>. Eight pilot counties offer these “one-stop shopping” centers, focusing on issues affecting older people, those with disabilities, or their families. The centers provide information and assistance, long-term care options counseling, benefits counseling, emergency response, prevention and early intervention, and access to the Family Care benefit.

Division of Supportive Living, Bureau of Aging and Long Term Care Resource. <www.dhfs.state.wi.us/aging/>. This agency helps older adults and their families connect with the services they need.

Family Care Options for Long Term Care. <www.dhfs.state.wi.us/LTCare/INDEX.htm>. A long-term care program being piloted in nine Wisconsin counties. Fosters people's independence and quality of life, while recognizing the need for interdependence and support.

Governor's Committee for People with Disabilities (GCPD). <www.dhfs.state.wi.us/Disabilities/Physical/gcpd.htm>; 608-266-5451; 1 W. Wilson Street, Room 550, P.O. Box 7850, Madison, WI 53707-7850. This committee tries to improve employment opportunities for people with disabilities. Unlike other disability councils, the focus includes all disabilities. It advises the governor and state agencies on problems faced by people with disabilities, reviews legislation, promotes state programs, raises public awareness of needs, and encourages involvement of people with disabilities in government.

Office for Persons with Physical Disabilities (OPPD). <www.dhfs.state.wi.us/Disabilities/Physical/OPPD.htm>; 608-266-9667; 608-267-9880 (TTY); 1 W. Wilson Street, Room 450 P.O. Box 7851; Madison, WI 53707-7851. A unit of the Department of Health and Family Services, Division of Supportive Living, Bureau of Aging and Long Term Care Resources. It identifies system barriers and recommends solutions, promotes effective programs and services, and provides leadership for people with physical disabilities. It administers the contracts for eight independent living centers, writes grants, provides demographic data, administers the assistive technology program, and sponsors training.

Spinal Cord Injury Project, Office for Persons with Physical Disabilities. <www.dhfs.state.wi.us/Disabilities/Physical/SCI.htm>. Seeks to determine what events cause spinal cord injuries and develop effective prevention strategies.

Wisconsin Assistive Technology Program (WisTech). <www.wistech.state.wi.us>. Independent living centers provide information and access to assistive technology. The WisTech program provides loans for people with disabilities to purchase equipment and technologies to remain independent.

Division of Supportive Living, WisTech. 608-266-9303; 608-267-9880 (TTY); P.O. Box 7851, 1 W. Wilson, Room 450, Madison, WI 53707-7852.

Wisconsin Council on Long Term Care. <www.welc.state.wi.us>. This council looks at the overall long-term care system and how the various programs intersect and overlap. It helps implement and evaluate Family Care. It has oversight responsibilities for the long-term care system.

Wisconsin Council on Physical Disabilities. <www.pdcouncil.state.wi.us>. Develops and implements a plan of services for people with physical disabilities. It advises state agencies on legislation and promotes public awareness about the abilities of and barriers to people with physical disabilities. It submits an annual report to the state legislature.

Wisconsin Independent Living Centers. <www.dhfs.state.wi.us/Disabilities/Physical/ILCs.htm>. Provides peer support, information and referral, independent-living skills training, advocacy community education, personal care, and service coordination. Every county is served by a center. This site lists and provides links to all the centers in the state. The centers also provide access to assistive technology as part of the WisTech program.

Wisconsin Pathways to Independence. <www.dhfs.state.wi.us/WIPathways/>; 866-278-6440 or 608-266-3063; P.O. Box 1379, Madison WI 53701-1379. This is a research and demonstration project for DHFS and the Department of Workforce Development. It removes barriers to employment for people with severe disabilities and provides ready access to the comprehensive help they need in order to work.

Wisconsin Department of Public Instruction. <www.dpi.state.wi.us>; 800-441-4563 or 608-267-9251; P.O. Box 7841, Madison, WI 53707-7841.

Division for Learning Support: Equity and Advocacy. <www.dpi.state.wi.us/dpi/dlsea/index.html>; 608-266-1649.

Wisconsin Department of Workforce Development, Vocational Rehabilitation. <www.dwd.state.wi.us/dvr>; 608-243-5603; 2917 International Lane, Suite 300, P.O. Box 7852, Madison, WI 53707-7852. This is a federal and state program designed to obtain, maintain, and improve employment for people with disabilities.

Wisconsin Independent Living Council. <www.wisilc.org>; 888-947-7452 or 608-261-8397; 608-261-8396 (TTY); P.O. Box 7851, Room 455, Madison WI 53707-7851. Promotes independent living, consumer control, peer support, self-help, self-determination, and equal access for full inclusion of individuals with disabilities.

National Organizations for Parents of Children with Disabilities

Council for Exceptional Children (CEC). <www.cec.sped.org>; 888-232-7733 or 703-620-3660; 1920 Association Drive, Reston, VA 22091-1589. Strives to improve educational outcomes for people with exceptional needs.

MUMS—National Parent to Parent Network. <www.netnet.net/mums/>; 920-336-5333; Julie Gordon, 150 Custer Court, Green Bay, WI 54301-1243. A parent-to-parent support network for parents of a child with a specific disability or problem.

National Center of Youth with Disabilities. <www.peds.umn.edu>; 800-333-6293 or 612-626-2825; 612-624-3939 (TTY); University of Minnesota, Box 721, 420 Delaware Street SE, Minneapolis, MN 55455-0392. The focus of this center is on adolescents with chronic illnesses and disabilities.

National Information Center for Children and Youth with Disabilities (NICHCY). <www.nichcy.org>; 800-695-0285; P.O. Box 1492, Washington, DC 20013-1492. This is a clearinghouse on disabilities and related issues involving children birth to age 22.

Parent Advocacy Coalition for Educational Rights Center (PACER). <www.pacer.org>; 800-537-2237 or 952-838-9000; 952-838-0190 (TTY); 8161 Normandale Boulevard, Minneapolis, MN 55437-1044. Helps parents and families of children with disabilities.

Sibling Support Project. <www.chmc.org/departmt/sibsupp>; 206-368-4911; Children's Hospital and Medical Center, P.O. Box 5371, CL-09, Seattle, WA 98105. Dedicated to the interests of brothers and sisters of people with special health or developmental needs, based at Children's Hospital and Regional Medical Center in Seattle, Washington.

Wisconsin Organizations for Parents of Children with Disabilities

Waisman Center, University of Wisconsin–Madison. <www.waisman.wisc.edu>; 608-263-5254; 1500 Highland Avenue, Madison, WI 53705-2280. The institution is both a research and a service center for families, school districts, and other agencies dealing with children who have special needs. Its Web site has extensive links to other agencies and has an exceptional listing of adaptive technologies.

Early Intervention Program. <www.waisman.wisc.edu/cedd/ecfr.html>; 608-263-5022.

Parent Projects. <www.waisman.wisc.edu/earlyint/>; 608-263-5022.

Wisconsin Department of Health and Family Services. <www.dhfs.state.wi.us>; 608-266-1865; 608-267-7371 (TTY); 1 W. Wilson Street, Madison, WI 53702.

Division of Supportive Living, Programs for Infants and Toddlers with Disabilities. <www.dhfs.state.wi.us/about/DHFS/DSL/dslservs.htm>; 608-267-3270, P.O. Box 7851, Madison, WI 53707-7851.

Programs for Children with Special Health Care Needs (CHSCN). <www.dhfs.state.wi.us/DPH_BFCH/cshcn/>; 800-441-4576 or 608-267-3561 or 608-267-2945; CSHCN Program, 1414 E. Washington Avenue, Room 294B, Madison, WI 53703.

Wisconsin Department of Public Instruction, Division for Learning Support: Equity and Advocacy DPI. <www.dpi.state.wi.us/dpi/dlsea/een>; 800-441-4563 or 608-266-1649; 125 S. Webster Street, P.O. Box 7841, Madison, WI 53707-7841.

Wisconsin First Step. <www.mch-hotlines.org/firststep.html>; 800-642-7837; c/o Gundersen Lutheran, 1910 South Avenue, La Crosse, WI 54601-5400. Serves as the information and referral hotline for the Children with Special Health Care Needs (CSHCN) regional centers. It works to ensure that families are connected to the services they are seeking.

Northeastern CSHCN Regional Center. c/o St. Vincent Hospital; 835 S. Van Buren Street, Green Bay, WI 54307-3508.

Northern Regional CSHCN Regional Center. c/o Family Resource Connection, P.O. Box 301, 203 Schick Plaza Drive, Rhinelander, WI 54501.

Southeastern CSHCN Regional Center. c/o Children's Hospital of Wisconsin, P.O. Box 1997, MS 6220, Milwaukee, WI 53201.

Southern CSHCN Regional Center. c/o Waisman Center, 1500 Highland Avenue, Madison, WI 53705-2280.

Western CSHCN Regional Center. c/o Chippewa County Department of Public Health, 711 N. Bridge Street, Room 222, Chippewa Falls, WI 54729.

All Web sites listed in this section were accessed in November 2002.

Getting Started with Little Money and Time: Mobility

The following are some ideas for public libraries to use when designing services for people with mobility problems.

BREAKING DOWN BARRIERS

- Evaluate the criteria the library uses for home delivery and consider inclusion of family members or caregivers who cannot easily leave the person who has a disability, as well as of people with emotional disabilities.

PLANNING AND COLLABORATION

- Review or create an ADA assessment and plan of a building, and discuss any problems with the library board and municipal board to keep everyone aware of the need for an accessible library.
- Contact local service agencies and request help with the purchase of an electronic scooter or wheeled walker with a seat and basket. Possible agencies include the Lions, Rotary, and Optimists clubs, the Knights of Columbus, and hospital auxiliaries.

COLLECTIONS AND SERVICES

- Weed the collection so that only current, accurate information is available on mobility disabilities.

ACCESSIBLE BUILDINGS AND SERVICES

- Make sure the library has at least one accessible computer workstation. At a minimum, it should include an accessible table or cart, a 19-inch or larger monitor, a trackball as an alternative to a mouse, an extra-long keyboard cord, and software that reads or enlarges the text or both.
- Contact the local senior center, drug store or medical supply store, nursing home or hospital, Veterans of Foreign Wars (VFW), and disabled veterans group to request the donation of a used wheelchair.
- If the library has a wheelchair, scooter, or wheeled walker, evaluate how visible and accessible it is. Review possible alternatives that would allow the mobility aids to be located at the main entrance. Visibility is better than a sign. The more accessible they are, the more they will be used. Allow mobility aids to be used to help people get to and from their cars.
- If the service desk is too high, investigate alternatives such as moving a table of the correct height next to the service desk to make serving children and people with disabilities easier.
- If the building is not accessible, make the simple changes that are possible. Install new lever-type door hardware or cover round doorknobs with an inexpensive converter that snaps on over the round knob. Lower paper towel and soap dispensers. Put a paper cup dispenser at the drinking fountain. Do what is possible, and continue to advocate for a fully accessible building.
- If the entrance is not accessible, install a doorbell so people who need help can signal and don't have to pound on the door or wait until someone notices them.
- One of the best-kept library secrets in Wisconsin seems to be home-delivery services. If your library offers such service, develop a service brochure, or include it in a special-needs brochure and use the brochure to help advertise the service. Put a note in newsletters at senior citizen centers and housing for people with disabilities who live independently. Ask the local hospice service staff or religious leaders or parish nurses to take the library's home-delivery service brochure to their clients or members, who may be caring for someone who is dying and unable to leave the home for other than urgent reasons, or who cannot leave without assistance.
- If the library does not offer home-delivery services, discuss the possibility of offering this service with the library friends group, or with the help of a local high school service group, or perhaps with a local religious organization.

MARKETING

- Include images of people with disabilities in displays.
- Plan to put up displays to celebrate National Arthritis Month (www.arthritis.org) in May, National Rehabilitation Week (www.nraf-rehabnet.org) in September, National Brain Injury Awareness Month (www.biausa.org) and National Spina Bifida Awareness Month (www.sbaa.org) in October, National Epilepsy Month (www.epilepsyfoundation.org) and National Hospice Month (www.nhpco.org) in November, and International Day of the Disabled (www.vsamass.org) in December.

All Web pages listed here were accessed in November 2002.